

MINUTES OF THE
MAG PSAP MANAGERS GROUP MEETING

October 21, 2004
Peoria Police Department
Peoria, AZ

MEMBERS ATTENDING

*Susan MacFarlane, Chairperson	Cheryl Allen for Tom Melton, Scottsdale
*Kathy Jeter, Apache Junction	Jack Aguilar, Surprise
*Renata Garcia, Avondale	Karen Allen, Tempe
Velma Washington, Buckeye	Naoma Sloan for Toni Rogers, Tolleson
Vicki Szczepkowski, Chandler	*Scott Bowman, Wickenburg
Michelle Busch, El Mirage	+Brian Tobin, ASU
*Janet Laird, Gilbert	+Barbara Jaeger, ADOA
*Denny Bennett, Glendale	*+Gina Weiers, Capitol Police
Chris Nadeau, Goodyear	*+Debbie Henry, DPS
Erika Wilson, Mesa	+Mark Bach, Ft. McDowell Yavapai Nation
Mary Millard, Maricopa County	+David Givens, Luke AFB
Bruce Barrows, Paradise Valley	+Doug Mummert for Leif Anderson, Phoenix
Vicky Scott, Peoria	+Tami deRuiter, Phoenix
*Curtis Thomas, Salt River Pima-Maricopa Indian Community	+Ken Reid for Joe Gibson, Rural Metro/Southwest Ambulance

* Those members neither present nor represented by proxy.
+ Ex-Officio member

OTHERS PRESENT

Mary Franklin, MR911	Maria Hall, ADOA
Peter Burnett, MAG	Jean Maiocco, MR911
Valerie Day, MAG	Liz Hunt, MR911
Bob Bobbett, Qwest	Mike Benjamin, MR911
Lisa Sheridan, Qwest	Dave Eaton, MR911
Adam Iten, ADOA	Janne Stringer, Surprise

1. Call to Order and Introductions

Liz Hunt, acting chairperson, called the meeting to order at 9:08 a.m. Self-introductions were made.

2. Call to the Audience

There were no comments from the audience.

3. Approval of the July 15, 2004 PSAP Managers Meeting Minutes

Erika Wilson moved, Tami deRuiter seconded, and it was unanimously carried to approve the July 15, 2004 PSAP Managers' meeting minutes.

4. MSAG/GIS Mapping

Dave Eaton reported:

- Working through the minor mapping issues
 - The GIS update software has glitches that Positron is working on
- The office is adding a new entry level GIS technician by the end of the year

5. 911 Regional Tech Team

Mike Benjamin reported:

- The technical people resources are seven strong now
 - The supervisor, Mike Rall, is deployed right now to the Middle East
 - Expecting him back at the end of January
 - Mike Gray has moved up to supervisor in the mean time
 - The newest addition, Tom Whiting, is training out of state
- TOC or Terminal Operator Certification
 - Phoenix Fire does a basic background and driving check
 - Phoenix PD does a criminal history check
 - We checked with DPS and found that because are technicians are not doing any CAD work we did not need the TOC level of certification although they are allowing us to see the video to be video certified
- Our technicians should be escorting any NextiraOne technicians at our Meridian sites
- There have been 350 trouble tickets or service calls documented since we took over maintenance.
- Working on four PSAP Positron CTI upgrades – three new and one current Positron – Working to have them all completed by the first part of 2005
 - The four sites are: Apache Junction, Salt River, Buckeye, Tolleson
- Preparing the Wireless Selective Routers at the two Network Centers: Mesa PD and Phoenix Fire for geographical diversity

6. Community Emergency Notification System

Liz Hunt advised:

- Provided activation and cost report
- Showed them the mouse pad that she will be distributing – It contains the instructions for setting up a launch.
- Reminded everyone that CENS is not held to the same strict rules as an Amber Alert. It is better if we get these out soon. Get it set it up and have it ready to go as soon as you think you might be using it. Consider the area. A one-mile radius is quite large. Probably a half-mile is better.
- Intrado/Qwest allows us 50,000 calls a year/5000 calls per launch for missing persons.

- She follows up with PSAP to get their input on how the launch went.
- She would like to be able to talk with the PIO anytime they are involved with a launch.
- Liz sent out an email to see if you are using XP or 2000. If you are using XP a new JAVA script needs to be installed.
- November will be CENS refresher. This is the same training as last year. Sixty slots are available.

7. Wireless Working Group's Wireless 911 Recommendations

Erika Wilson presented the baseline recommendations of the Wireless Working Group. If approved these recommendations will be forwarded on to the Oversight Team, Management Committee and the Regional Council for final acceptance. The two recommendations were; 1) Guidelines for Minimum Response to Wireless 911 Calls and, 2) to place wireless 911 calls into a timed queue with a recorded announcement when all trunks are busy at a PSAP.

The answer to the question if there is any indication at the PSAP that calls are in a queue, will be brought back to the group. The question did not impact the decision of the group. Chris Nadeau motioned and Mary Millard seconded that these two recommendations be forwarded for approval. The motion passed.

8. Maricopa Region Wireless 911 Project

Mike Benjamin reported:

- The CML selective routers for wireless routing are being installed at the two network centers. There will be few changes at the PSAP beyond the capacity for additional trunking. Vicky Scott commented that she has to expand her logging record to accommodate the additional trunks.
- Working with Qwest to keep consistency across the networks. Trying to minimize any differences.
- Training is being planned for the 1st quarter for all of the telecommunicators.
- Advised that each carrier will be doing field testing on all of their cell sites to the PSAPs. This will be communicated and coordinated with the PSAP Managers.
- Dispatchers are using the Mapped ALI and should be familiar with it by deployment.

9. Wireless Update

Barbara Jaeger provided an update for Penelope Meyers regarding the state wireless project.

- Completed Phase I
 - Pima County – 8 carriers
 - Pinal County – 8 carriers
 - Graham County – 2 carriers
 - Santa Cruz County – 7 carriers
 - City of Page - 3 carriers
- Pima County requested Phase II May 12, 2004

- They have 8 wireless carriers
- 1st Carrier completed turn up on October 8, 2004
- 2nd Carrier testing - should be completed by October 22, 2004
- 3rd Carrier scheduled for test and turn up and completion by November 5, 2004
- Wireless ALI record standards are finalized and should be applied to all Phase I and II records in Arizona
- Working with Intrado to correct 5,284 existing wireless ALI records to ensure they conform with Arizona standards

10. ADOA Report

Barbara Jaeger reported:

- The State 911 Office has been awarded a \$1 million grant from the PSAP Readiness Fund to be used for GIS.
- All positions in the State 911 Office have been filled. Barbara introduced Adam Iten, GIS Manager and Maria Hall, Network Manager. Both will out assisting those communities needing help with GIS and network issues.
- Working with the FCC on the accuracy and confidence factor.
- Advised of approval to add VoIP trunks at select PSAPs. There will be four PSAPs in Maricopa County and one in each of the other counties. The four PSAPs here are Phoenix PD, Mesa PD, Glendale PD and MCSO. These trunks will allow the operator to know it is a VoIP call, and give us statistical information to help us move forward.

11. Qwest 911 Account Team Report

Bob Bobbett, Qwest, reported that Chrisha Elmer has joined their team replacing Maria Hall who has accepted the 911 network position at the state.

Lisa Sheridan, Qwest, advised of an upcoming ALI upgrade at the Seattle and Tempe Nodes.

Liz thanked Vicky Scott for hosting the meeting.

Next meeting is scheduled for Thursday, January 27, 2005 at 9:00 a.m. The meeting will be held at:

**Paradise Valley Police Department
6433 E Lincoln Dr
Paradise Valley, AZ**

The meeting was adjourned at 10:27 a.m.